Community Business Bureau



# Webinar 3: Service design

# Activity Worksheet

#

Webinar action plan

|  |  |
| --- | --- |
| Our key takeaways/learning points from the webinar |  |
| Questions to ask in the Facebook forum |  |
| We need to understand more about… |  |
| We need to talk to… |  |
| We need to discuss… |  |
| We need to decide… |  |
| We need to do… |  |

Tools and templates

## New options summary

Following on from Webinar 2 Understanding the Market, you should have identified several potential new services or markets to operate in. Reflecting on the most attractive options, complete the table below to begin detailing out the requirements for the service design.

| Activity | New Service/Market #1 | New Service/Market #2 |
| --- | --- | --- |
| Write a two sentence description of the product/service: |  |  |
| What needs/wants will the service idea address? |  |  |
| What is the purpose of the support? |  |  |
| Will the NDIS pay for this service? |  |  |
| What is the best fit service in the NDIS Price Guide? |  |  |
| Which Registration Group is required? |  |  |
| What human resources are required for the direct service delivery? |  |  |
| What accreditation, training and experience is required? |  |  |
| What human resources are required to support the service? |  |  |
| What accreditation, training and experience is required? |  |  |
| What facilities are required to deliver or support the service? |  |  |
| What equipment is required to deliver or support the service? |  |  |
| What technology is required to deliver or support the service? |  |  |
| What capital expenditure is needed to setup facilities or equipment before services begin? |  |  |
| What systems and processes are needed to deliver the service? |  |  |
| What systems or processes are needed to support the service? |  |  |

## Identifying your human resource requirements

Consider your staffing requirements for each unit of service. Your definition of unit of service will vary depending on your NDIS service. For example, it could be an hour of personal care, or one group session. If you align your unit of service with the unit used in the NDIS price guide , you can translate your human resource model into your financial model more easily.

You should consider staffing requirements for activities involved in the direct delivery of care as well as support activities such as line management, financial management (invoicing and debt collection), HR, marketing, customer care (such as enquiry and intake activities) as well as general administrative duties.

For some NDIS services, employees delivering the services must hold particular qualifications, experience or training

|  |  |  |  |
| --- | --- | --- | --- |
| Activity area | Skills ,experience and training required | Qualifications required | Number of staff hours required per unit of service |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

You can work this information into a basic human resourcing plan for your service.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Key functions | No. of positions requiredCasual/Permanent | Line management | Existing staff or recruitment required? |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Set up resourcing

You should also think about any additional human resources you will need to set up your new service. This is particularly important if you are looking at a new service, rather than growing an existing service. Set up costs to consider include:

* Planning
* Recruitment, induction and onboarding
* Financial planning and management
* Compliance and risk management

|  |  |  |
| --- | --- | --- |
| Set up activity area | Skills and experience required | Number of staff hours required per unit of service |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |

## Using technology

Consider the different aspects of service delivery and how you can use technology to support you to deliver the service.

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| --- | --- | --- |
| Activity | How can we use technology to deliver this activity | Proposed digital solution |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## EXTENSION – Current capacity and capability

Do you currently have the staff skills (capability) and capacity to deliver or grow your service? Consider whether you need to increase your resources to deliver this service, and where you should look externally for support.

|  |  |  |  |
| --- | --- | --- | --- |
| **Capability** | **High** | GROW: Add staff to your team, if you have capability but not capacity*Identify your growth requirements: what type of roles, what number and when* | DELIVER: Deliver it yourself, if you have both capacity and capability*List the activities you will deliver within existing resources*  |
| **Low** | RECRUIT or OUTSOURCE: If you have neither capability nor capacity, you need to access the skills (either through recruitment or outsourcing) to develop a safe, high quality service*Identify how you will source the skills and capacity you need to deliver your product* | EXPERT SUPPORT: if you have capacity but not capability, hire expert support to help you deliver while upskilling your team.*Identify how you will source the expertise to develop your team* |
|  | **Low** | **High** |
|  | **Capacity** |

## EXTENSION – Business Model Canvas

Existing NDIS providers who have a mature business and a detailed understanding of the exercises included in this section could benefit from completing a Business Model Canvas. The Business Model Canvas will provide an overview of key drivers to the NDIS service.

Further descriptions are available online to provide hints and prompts of what to put in each section.

There are different proprietary models available online in slightly different formats with one shown below.



Sources of information

* NDIS Price Guide - <https://www.ndis.gov.au/providers/price-guides-and-pricing#priceguides>
* NDIS Registration Groups - <https://www.ndis.gov.au/providers/becoming-ndis-provider/how-register#choosingregistration>
* Business Model Canvas - <https://www.strategyzer.com/canvas/business-model-canvas>